Table 8

Results of Complaints Concluded by Rendering Assistance/Clarification

Organisation	No. of complaints	Remedial action taken/suggested	No evidence of maladministration	Inconclusive	Ombudsman's suggestions on systemic improvement
Agriculture, Fisheries and Conservation Department	22	4 (18%)	18 (82%)		4
Airport Authority	3		3 (100%)		
Architectural Services Department	3		3 (100%)		
Audit Commission	1	1 (100%)			
Auxiliary Medical Service	1		1 (100%)		
Buildings Department	132	35 (26%)	96 (73%)	1 (1%)	32
Civil Aviation Department	2		2 (100%)		
Civil Engineering and Development Department	5		5 (100%)		
Correctional Services Department	53	3 (6%)	50 (94%)		
Customs and Excise Department	9	1 (11%)	8 (89%)		2
Department of Health	27	7 (26%)	20 (74%)		1
Department of Justice	2		2 (100%)		
Drainage Services Department	7		7 (100%)		
Electrical and Mechanical Services Department	6	1 (17%)	5 (83%)		
Environmental Protection Department	24	5 (21%)	19 (79%)		3
Equal Opportunities Commission	5		5 (100%)		
Fire Services Department	11	2 (18%)	9 (82%)		2
Food and Environmental Hygiene Department	186	56 (30%)	130 (70%)		63
General Office of the Chief Executive's Office	1	1 (100%)			
Government Laboratory	1		1 (100%)		
Government Logistics Department	1		1 (100%)		
Government Property Agency	1		1 (100%)		
Government Secretariat					
- Chief Secretary for Administration's Office	12	5 (42%)	7 (58%)		3
- Civil Service Bureau	1		1 (100%)		
- Commerce, Industry and Technology Bureau	1	1 (100%)			1
- Constitutional Affairs Bureau	1	1 (100%)			
- Development Bureau	1		1 (100%)		
- Education and Manpower Bureau	12	5 (42%)	7 (58%)		5
- Education Bureau	8	2 (25%)	6 (75%)		2
- Environment, Transport and Works Bureau	1		1 (100%)		
- Financial Services and the Treasury Bureau	1		1 (100%)		
- Health, Welfare and Food Bureau	5	1 (20%)	4 (80%)		1
- Home Affairs Bureau	3		3 (100%)		1
- Housing, Planning and Lands Bureau	2		2 (100%)		
- Labour and Welfare Bureau	1		1 (100%)		
- Security Bureau	2	1 (50%)	1 (50%)		
Highways Department	17	5 (29%)	12 (71%)		6
Home Affairs Department	47	9 (19%)	37 (79%)	1 (2%)	7
Hong Kong Examinations and Assessment Authority	13	8 (62%)	5 (38%)		14
Hong Kong Housing Authority	4		4 (100%)		

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Organisation	No. of complaints	Remedial action taken/suggested	No evidence of maladministration	Inconclusive	Ombudsman's suggestions on systemic improvement
Hong Kong Housing Society	8		7 (87.5%)	1(12.5%)	
Hong Kong Monetary Authority	2		2 (100%)		
Hong Kong Police Force	1		1 (100%)		
Hospital Authority	69	12 (17%)	53 (77%)	4 (6%)	7
Housing Department	192	20 (10%)	169 (88%)	3 (2%)	6
Immigration Department	52	10 (19%)	40 (77%)	2 (4%)	5
Independent Commission Against Corruption	1		1 (100%)		
Information Services Department	2	1 (50%)	1 (50%)		
Inland Revenue Department	23	5 (22%)	18 (78%)		
Intellectual Property Department	3		3 (100%)		
Judiciary Administrator	12	1 (8%)	11 (92%)		
Kowloon-Canton Railway Corporation	9	1 (11%)	8 (89%)		1
Labour Department	22	1 (5%)	21 (95%)		1
Land Registry	1		1 (100%)		
Lands Department	94	27 (29%)	66 (70%)	1 (1%)	24
Legal Aid Department	23	1 (4.4%)	21 (91.2%)	1 (4.4%)	
Legislative Council Secretariat	2		2 (100%)		
Leisure and Cultural Services Department	49	14 (29%)	35 (71%)		10
Mandatory Provident Fund Schemes Authority	11	2 (18%)	9 (82%)		2
Marine Department	5		5 (100%)		
Not Specified	5		5 (100%)		
Office of the Telecommunications Authority	8	1 (12.5%)	7 (87.5%)		2
Official Receiver's Office	12	4 (33%)	8 (67%)		3
Planning Department	12	2 (17%)	10 (83%)		2
Post Office	26	12 (46%)	14 (54%)		5
Privacy Commissioner for Personal Data	4		4 (100%)		
Rating and Valuation Department	5		5 (100%)		1
Registration and Electoral Office	5	2 (40%)	3 (60%)		
Securities and Futures Commission	12		12 (100%)		
Social Welfare Department	63	7 (11%)	56 (89%)		5
Student Financial Assistance Agency	13	2 (15%)	11 (85%)		1
Television and Entertainment Licensing Authority	339	334 (99%)	5 (1%)		
Transport Department	66	8 (12%)	56 (85%)	2 (3%)	4
Treasury	1		1 (100%)		
Urban Renewal Authority	1		1 (100%)		
Vocational Training Council	1	1 (100%)			1
Water Supplies Department	68	18 (26.5%)	49 (72%)	1 (1.5%)	10
Total	**1,857**	**640**	**1,200**	**17**	**237**

Note 1. Organisations under Schedule 1 to The Ombudsman Ordinance with no complaints concluded by Rendering Assistance/ Clarification are not shown.